U.S. Department of Agriculture

Office of the Chief Information Officer

CIO Update on IT Issues
Related to Pandemic Planning

July 12, 2006

Issue Items

- IT-Related Policy for Telework

- IT Infrastructure Issues

- Cost Estimates

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Department-wide Laptop Policy for Telework

- **Cyber Security Manual: DM 3525-000, Chapter 5, USDA Internet and E-Mail Security DM** 3525-003, **Part 3, Telework and Remote Access Security**

  - Individual telework arrangements must be reviewed for security issues

  - Telework Checklist, Table 2, must be used to ensure all issues relevant to Security and Information Technology (IT) have been addressed

  - Waivers will be obtained for telework arrangements not meeting the requirements

  - All teleworkers must receive Computer Security Awareness Training

  - Each agency must establish appropriate remote access arrangements to ensure access is obtained through secure firewalls/gateways and robust authentication is used

  - All Policy Exception Requests must be submitted directly to the ACIO for Cyber Security

ITS Laptop Policy for Telework for Service Center Agencies

- ONLY government-owned equipment with a CCE configuration

- NOT the use of home computer unless for Web E-Mail

- ITS security requirements:

  - Dedicated dial access with an ID and password authentication

  - Wireless through a CPN client on the Government-owned laptop or PC with a standard CCE configuration

  - ITS WCTS access with Citrix Server through login and password authentication

Telework Policy Regarding Telecommunications

- **Finalizing a telework policy regarding telecommunications aspects of telecommuting**

  – Particularly maintaining control over circuits, reimbursements, etc.

  – Policy will be discussed at the TMACO meeting with the agencies next week
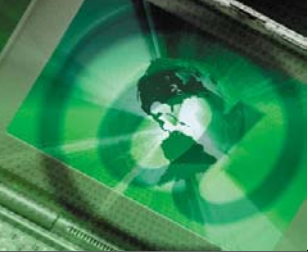
IT Infrastructure Issues

- **Bandwidth where "H drive" is needed using VPN connection**
  - Current bandwidth is constricting and may be a limiting factor on how many concurrent users could be supported
  - Recent COOP exercise demonstrated high need for "H drive" access on the network

- **For ITS-WCTS, there is a limited number of Citrix clients that can be served with existing environment**
  - Expanded infrastructure is needed

- **Connectivity of each agency's network and architecture**
  - Not all at the same operating level
  - Not connected through trusted relationships
  - New Enterprise Messaging System will achieve that compatibility, however, we are a year away from that today

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IT Infrastructure Issues (cont'd)

- **Agencies need to consider:**

  – Capacity on their VPN servers

  – Capacity on individual servers

  – Whether or not business applications can handle a lot of remote access

- **Don't have good corporate information on available capacity compared to actual demand so difficult to estimate capacity needs**

Cost Estimates

- **Enterprise Telework Solution**   **$10 M**
  - Provide secure remote access to USDA network
    - Based on 100,000 employees
    - Still need agency estimates for # of essential personnel

- **Provide 24X7 Help Desk Support**   **$ 2   M**
  - For OSEC, OCIO, ITS

- **Expedite Enterprise Messaging Project**   **$ 7.5M**

- **Communications Options**   **$ 3.5M**

- TOTAL $23 M

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